

STUDENT SUCCESS CORNERSTONE

Student Satisfaction Metrics Executive Summary, May 2013

	3yr Average	Most recent data reported	2020 Goal
NSSE: First Year: Entire Education Experience at YSU Good or Excellent		87%	90%
NSSE: Senior Year: Entire Education Experience at YSU Good or Excellent		82%	95%
NLSSI: Traditional Students: Very satisfied/satisfied with YSU experience		56%	60%
NLSSI: Adult Students: Very satisfied/satisfied with YSU experience		62%	65%
QOL: Overall Satisfaction with University Housing	80%	79%	85%
ACUHO-I/EBI: Extent satisfied with on campus housing experience	75%	75%	80%
ACUI/ EBI: Overall satisfaction with student union (Kilcawley Center)	70.50%	70%	75%
CRUSS: Satisfied of very satisfied with Campus Recreation Experience		83%	87%

Data Sources	Website	YSU Implementation	New data available
NSSE: National Survey of Student Engagement	nsse.iub.edu	2010, 2013	Fall 2013
NLSSI: Noel- Levitz Student Satisfaction Inventory	www.noellevitz.com	2012, 2015	Spring 2015
ACUHO-I/EBI Resident Assessment (National Benchmarking Survey)	www.webebi.com	Annually in February	Summer 2013 (comparative data)
QOL: Housing & Residence Life Quality of Life Survey	housing.ysu.edu	Annually in October	Fall 2013
ACUI/ EBI Student Center Assessment (National Benchmarking Survey)	www.webebi.com	Spring 2010, Spring 2013	Summer 2013 (comparative data)
CRUSS: Campus Recreation User Satisfaction Survey	ysu.edu/reccenter	Biannually in Spring	Spring 2015